

NEWS

NEW HAMPSHIRE LIBRARY ASSOCIATION

FROM THE PRESIDENT

THE VALUE OF VISITING OTHER LIBRARIES

By Rob Sargent

For me, one of the best aspects of being involved with the New Hampshire Library Association is the opportunity to visit other libraries and to see their unique features and characteristics. The Executive Board of the New Hampshire Library Association used to conduct its monthly meetings at different libraries throughout the state allowing its members to tour other facilities. We were fortunate to visit Nashua, Manchester, Newport, Exeter, Hooksett, Hopkinton, and others. The architecture, the art, the exhibits, and the offerings at other libraries often inspire me to envision and to plan for change and growth for my library and myself.

The Nesmith Library in Windham was built with tall windows allowing the outdoors in. Outside the library is a butterfly garden. The Manchester City Library has an auditorium that is larger than many small theaters. The Exeter Public Library is equipped with decks overlooking the river. The Hall Memorial Library in Northfield has a tree house in its children's room.

The Richards Free Library in Newport, a Victorian house, has an attached art gallery. In Nashua, we saw James Aponovich's "A View of Nashua, NH, from Jackson Mills," an original painting by a local artist whose works hang in renowned museums. In Hooksett, we saw a mural of New Hampshire icons and scenes in the local history room. In Hopkinton, we saw several paintings of the local area by resident artists.

Other libraries provide displays or activities to interest their patrons and visitors. At the Kelley Library in Salem, there are racks and racks of paperbacks in the center of the main floor. (As a kid, I used to visit the Kelley Library and was in awe of those paperbacks!)

In Gilford, there was a jigsaw puzzle on a table in the reading room for anyone to complete. At the Howe Library in Hanover, there was always a book related to the news of the day on the card catalog.

When traveling on business or vacation, it can be fun to visit other libraries for inspiration. In Greenwich, CT, there is a cafe with sandwiches and beverages in the library. The Boston Public Library is well known for its John Singer Sargent murals. The main branch of the San Antonio Public Library is a large building painted "Enchilada Red." In Meadville, PA, there is a tugboat on which the kids can play. If you have the opportunity to travel to Washington for NH Libraries Day, you will see the Library of Congress and its art and sculpture as well as its Great Hall.

There are 234 public libraries and many other academic and special libraries in our state. Each library has its own unique qualities, physical and artistic, often dependent on the financial and cultural resources of the community. A few of them, which left an indelible impression on me, have been highlighted. If you know of others, please share them with your colleagues on nhla-l. I look forward to a continuing online exchange.

In This Issue

From the President	1
Say It In Big Print!	2
Intellectual Freedom Committee Chair	2
Sarah Josepha Hale Award	3
Conservation Grants	4
Library Happenings - Chocorua	6
Library Happenings - Merrimack	7
Library Happenings - Barrington	7
Library Happenings - North Hampton	7
Library Happenings - Hampstead/Nashua	8
Managing Team Excellence	9
Harvard Design School Seminar	11

2001-2002 NHLA EXECUTIVE BOARD

•President - Rob Sargent •Past President - Lesley Gaudrea •Vice President - Andrea Thorpe •Secretary - Jennifer Bone •Treasurer - Cynthia Stosse

SAY IT IN BIG PRINT!

By Michael Sullivan, Greenland Public Library

The New Hampshire Library Association (NHLA) owns a poster maker that is available for members to use for free. It is housed in the mailroom of the State Library, and it can turn your 8 1/2 by 11 inch flier into a standard sized poster in mere moments. It prints only in black and white, but beyond that, your imagination is your only limitation. Make big posters for your summer reading participants to color in, create large images for decoration, create life-sized animals, make announcements that even your most elderly customers can read. Best of all, use of the poster maker is free to NHLA members (there is a small charge for non-members to help defray costs.)

To use the poster printer, send your originals, and a shipping tube if you can, to Frank Boucher (603-271-8240) at the State Library. Make sure to include directions as to what you want and how to return the finished product. Better still, call Frank and set up a time for you to come in and make your posters in person. Everything looks better in large print, so add a new dimension to your library productions.



NHLa NEWS

New Hampshire Library Association
P.O. Box 2332
Concord, NH 03302-2332
www.state.nh.us/nhla/
(ISSN 1083-0324)

The **NHLa News** is the official newsletter of the New Hampshire Library Association. The newsletter is free to NHLa members and \$6/year for nonmembers.

EDITORIAL BOARD

David Sturges, NH State Library

Send articles, announcements and dates of upcoming events to:

David Sturges,
New Hampshire State Library
20 Park Street, Concord, NH 03301
dsturges@library.state.nh.us

LAYOUT/DESIGN

Bruce J. Marks, Nashua Public Library

INTELLECTUAL FREEDOM COMMITTEE HAS NEW CHAIR

By Mary Ahlgren, Tilton/Northfield

The NHLa Intellectual Freedom committee has a new chair, Mary Ahlgren, from Hall Memorial Library in Northfield and Tilton. The charge given to the committee at the most recent board meeting includes keeping the IFC protocol manual current, providing workshops to keep the discussion of intellectual freedom issues alive and well, and to provide support to libraries which face censorship challenges.

If participating in these kinds of activities seem interesting to you, please call Mary at 286-8971, or email her at hallmemo@metrocast.net. Your presence on the committee is strongly needed, and whatever else, discussion is going to be lively!

Of course, intellectual freedom means that all points of view are welcome.

THE SARAH JOSEPHA HALE AWARD

By Andrea Thorpe

NEWPORT, NH— The Trustees of the Richards Free Library are pleased to announce that Jay Parini is the Sarah Josepha Hale Award winner for 2003.

Mr. Parini is a novelist, poet, literary critic, historian, editor and biographer. He is the Axinn Professor of English at Middlebury College, the Director of the Creative Writing Program and on the staff of the Bread Loaf's Writers Conference. Jay Parini has written over a dozen books, including the biography of the first Hale Award Winner, Robert Frost. His poetry and literary criticism and essays have appeared in many journals including The Hudson Review, The New Yorker, The Paris Review and The Sewanee Review.

Mr. Parini, a native of Pennsylvania, graduated from Lafayette College in 1970 and received his Ph.D. in 1975 from the University of St. Andrews in Scotland. He came to New England in 1975 to teach at Dartmouth College. He is married to writer Devon Jersild and lives in Vermont.

The Sarah Josepha Hale Award, presented annually since 1956, goes to a writer who, through his or her life work, maintains a connection to New England. Selection is by a panel of twelve judges. Named for Sarah Josepha Hale, the award honors the contribution of one of Nineteenth Century America's most powerful women. The Newport author of several books and hundreds of poems shaped the opinion of American women for forty years through her editorials in Godey's Lady's Magazine.

The presentation will take place on September 27th at the Newport Opera House. For more information please contact Andrea Thorpe at 603-863-3430 or rfl@newport.lib.nh.us



THIS SPACE RESERVED FOR YOU!
SUBMIT YOUR NHLA NEWSLETTER ARTICLES TO:

**DAVID STURGES
NH STATE LIBRARY
20 PARK STREET
CONCORD NH 03301**

DSTURGES@LIBRARY.STATE.NH.US

CONSERVATION GRANTS NOW AVAILABLE FROM THE NEW HAMPSHIRE STATE LIBRARY

By Janet Eklund, New Hampshire State Library

State funding is now available to non-profit publicly owned institutions to implement and to conduct preservation and conservation activities. Funds raised from the sale of Conservation License Plates (the “moose plates”) are allocated to the Department of Cultural Resources to supplement existing state conservation and preservation programs [RSA 261:97-a-f]. The purpose of the Conservation Grant Program within the Department of Cultural Resources is to promote the use and conservation of cultural resources in New Hampshire and to preserve the cultural heritage that belongs to all New Hampshire citizens.

Maximum grant awards of \$10,000 are available for activities that will enhance access to resources and safeguard rare or endangered treasures. Preservation projects for collections will be evaluated on the significance of the materials to be preserved, quality of needs assessment, user group and purpose involved, barriers to access to the existing content, collaborative elements proposed and long-term viability.

Who is Eligible?

- *New Hampshire non-profit organizations managing publicly-owned resources*
- *New Hampshire museums associated with non-profit organizations*
- *New Hampshire public, school, academic and special libraries*
- *New Hampshire state, county and municipal agencies*

What Projects are Eligible?

To be considered eligible for funding, projects must conserve and preserve significant publicly owned works of art, artifacts, collections, microfilm, photographs and documents that contribute to New Hampshire’s cultural heritage. This shall include but not be limited to:

- *Original, rare or one-of-a-kind documents*
- *Intellectual and cultural artifacts*
- *Historically significant collections*

What is Funded?

- *Preservation and/or conservation work including but not limited to deacidification, cleaning, encapsulation, and framing*
- *Consultant services and/or assessment surveys*
- *Physical preservation methods such as microfilming, special repair or rebinding*
- *Specialized preservation supplies to house materials that have received conservation treatment*
- *Processing of unprocessed archives and manuscripts*

Deadline for grant proposals is August 15, 2003.

For More Information:

Contact Janet Eklund, 271-2393, email: jeklund@library.state.nh.us.

Application and Instructions can be found at: <http://nh.gov/nhsl/moose.html>

30 Years of SIRS

For thirty years, SIRS has been dedicated to providing credible, reliable and age-appropriate databases. We use cutting-edge technology, but always rely on our well-trained, knowledgeable staff to make decisions regarding content.

Join us on a virtual tour at **www.sirs.com**

* **Explore the world with SIRS reference databases** that deliver full-text articles, documents, Internet resources and graphics on diverse topics.

SIRS Researcher – general reference, social issues, health, science and business

SIRS Government Reporter – historic and government documents, directories and almanacs

SIRS Renaissance – current perspectives on the arts and humanities

SKS WebSelect – selected Web sites of paramount research value

SIRS Interactive Citizenship – a series of interactive electronic books that meet curriculum standards, *What Citizens Need to Know About ...*

• *Government* • *Economics* • *World Affairs*

SIRS Discoverer – general reference designed for the young researcher

Discoverer WebFind – carefully chosen Internet resources for young researchers

* **Meet the SIRS team** that is responsible for high quality content, friendly and helpful customer service, and around-the-clock technical support.

* **Sign up for a free 60-day, no-obligation database preview** to discover what you've been missing.

* **Take a look at our convention schedule** so you won't miss meeting us, learning more about our products and participating in the celebrations we have planned.

Reference Databases * Interactive Electronic Books * Print Products

sirs SIRS Publishing, Inc.
www.sirs.com
1-800-232-SIRS

LIBRARY HAPPENINGS!

EVENTS AT THE CHOCORUA PUBLIC LIBRARY

By Lichen Rancourt, Director

Summer Event Schedule

June 30 - 2pm	Summer Kickoff with Walt Williams and Mrs. Moose! Summer Reading Program sign up!
July 3 - 11 am	July 4 th project with Sarah Wright!
July 10 - 11 am	Storyteller Extraordinaire Marion Posner for Story Time
July 17 - 11 am	Melissa Grady of Jackson for Story Time
July 24 - 11 am	Summer Resident and Summer library personality, Jeff Landesman for story time
July 26 - 10am-2pm	Annual Book and Bake Sale
July 31 - 11 am	Kalley Cooper of sunny California for story time
August 7 - 11 am	Actress & Conway Childrens librarian, Olga Morrill for story time
August 14 - 11 am	Wrap-Up Ice Cream Social and awards ceremony!

Prizes for library visits throughout and prizes for books read at the Wrap-Up Party...

Annual Book and Bake Sale

July 26, 2003, 10am - 2pm

We are now collecting book donations as well as volunteers for our annual book and bake sale to take place on Saturday July 26th from 10am to 2pm. If you have books to donate, please drop them off at the library during open hours or phone 323-8610. We are also seeking volunteers to lug, organize, sort, and bake. We need help the few days before (for set up), during the sale, and after (for breakdown and cleaning). Or just bake a goodie for us to sell! If you're willing to help, there's a sign-up sheet at the library or phone 323-8610. All proceeds from the Book and Bake Sale benefit the library.

Karly's Corner

The family of Karly Margaret Bullen Goodson has made a donation to our Children's Collection. Many of you know Karly's Corner our children's sections honoring this special little girl who is still sorely missed. We are very grateful and are using the donation to expand and improve our children's collection for all area residents. Look for new elementary and junior fiction and non-fiction as well as children's videos, marked with a '+' in the New Items list!

Coffee Klatch

The Wednesday morning Coffee Klatch is going strong. Come to the library every Wednesday anytime between 9:30 and 11 am for some coffee, refreshments, and conversation with your neighbors. Take out a book, audiotope, or video while you're there!



Heritage Corner

Our Heritage Corner, celebrating the library's history is now a reality. It is just behind the circulation desk and features photos of and tributes to people who have worked so generously to secure our library's future. We are one of the very few predominately privately endowed public libraries. We are supported directly by the community we serve and we should all be very proud of the library's continued success.

Special recognition should be made to Chocorua Public Library's Board of Trustees who put in all the work to create the beautiful corner. They painted the walls, framed the photos, and made sure it was perfect. They are the living examples of the intent of the founders. Thanks to you all!

MERRIMACK LIBRARY CARDBOARD BOAT FESTIVAL

By Janet Angus, Merrimack Public Library



The eighth annual Merrimack Library Cardboard Boat Festival will take place Saturday, September 6, 2003 on Naticook Lake at Wasserman Park in Merrimack from 10 AM – 4 PM. (rain date: September 7th.)

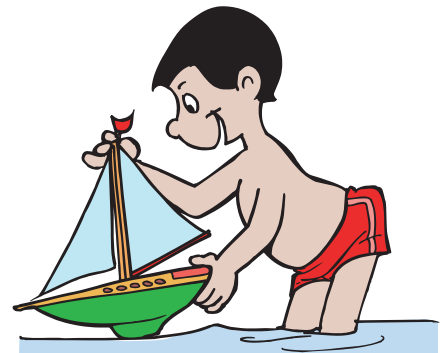
The first racers will paddle off at 1:30 PM. Trophies will be awarded for first, second and third place in youth, junior, adult and business categories in both single and team divisions. Additional trophies will be awarded for Best Looking Boat, Most Original Design, People's Choice, Most Spectacular Sinking, the Bob L'Heureux Trophy (for the crew with the biggest heart), and the Merrimack Cup.

Besides boat races, there will be a used book sale, raffles, face painting, food, children's sand castle building contest and milk carton boat races as well as other activities and surprises. The entertainment schedule includes musical performer Scott Kepnes at 11 AM, magician BJ Hickman at 11:45 AM and the juggling antics of the Spoof Gabbling Circus at 12:30 PM. This year's limited edition cardboard boat race t-shirt, designed by "The Merrimack Journal's" political cartoonist, Bill Green, will also be on sale. Free transportation to and from the waterfront will be provided by Laidlaw Transit shuttle buses.

Bring your family and come see for yourself that a full size boat made entirely of cardboard will hold a people and float!! All proceeds from the Festival will go to the Library Development Fund.

A Cardboard Boat Information Seminar will be held on July 31st at 7 PM at the Merrimack Public Library. Experienced cardboard boat captains will explain the rules and offer cardboard boat building hints and tips. In addition, there will be a slide presentation of prior Festivals.

For boat applications, Festival information or directions, call Festival Chair Pat Heinrich at (603) 424-4663 or visit the library's website at www.merrimack.lib.nh.us.



BARRINGTON PUBLIC LIBRARY EVENTS

By Amy Richards

The Barrington Public Library will be holding monthly poetry readings on the third Tuesday of each month from May - November at 6PM. Our featured poets will include:

June	Hugh Henney
July	Jim Kates
August	Charles Pratt
September	Julia Older
October	L.R. Berger
November	Catherine O'Brian & Jody Wells

Featured poets read for about a 1/2 hour and then we have open mike time for those attending to read their own poetry. Ages 11 & Up are invited to attend.

POETRY NIGHT HELD AT NORTH HAMPTON LIBRARY

By Lorreen M. Keating, Assistant Director

Many area poets shared their poems at the North Hampton Library on Monday, April 28. The evening featured readings from poet Tony Marino of North Hampton, Mike Sullivan of Weeks Library in Greenland, and a visit from the Poet Laureate of Portsmouth, John Perrault, also of North Hampton. Another "Poetry Night" is planned for the fall.



NEWS & NOTES AT THE HAMPSTEAD PUBLIC LIBRARY

The Hampstead Public Library Annual Book Sale - August 18 to August 29, 2003

Bermuda Cruise!

The Friends of the Hampstead Public Library, in conjunction with a local travel agency, are sponsoring a Bermuda Cruise. The cruise is open to everyone, not just members of the Friends. It will sail from Boston on Aug. 17 and return Aug. 24. The Friends will receive \$100.00 for every cabin booked through Belle Isle Travel in Hampstead. If 20 or more cabins are booked, Belle Isle will hold a drawing of all participants at the end of the trip and one lucky cabin will get it's money back! If anyone out there in New Hampshire Libraryland is interested, please call Belle Isle Travel at (603) 329-4441 and mention the Friends of the Hampstead Public Library.

Second Floor Renovation Project

At this year's Town Meeting in March, the Hampstead Public Library was finally voted the necessary funds to finish the vacant second floor of their building. It took three years of trying and a major fund raising effort by the Friends from June until December of 2002. As of this writing, we are seeking bids from various contractors and finalizing the layout of the space with the architect. We hope construction will begin in the early Fall. The staff and Trustees and many of our patrons can't wait for the dust to start flying and the pounding of nails signaling that it's really happening at long last.

SUMMER FUN & OTHER NEWS AT THE NASHUA PUBLIC LIBRARY

Bruce J. Marks

Bach's Lunch Concert Series - Wednesdays at 12 noon

The popular, lunch-time concert series sponsored by the Ira Harris/Moses Hunt Fund resumes in the Nashua Public Library's Music/Art/Media Wing on July 9, 2003. Bring a bag lunch and enjoy the music!

July 9 **Nikolai Lomov**

July 30 **Aine Minogue & Tom Hill**

July 16 **Buried Treasures East**

Aug. 6 **Greg Mercer**

July 23 **Musicians of the Old Post Road**

Aug. 13 **Blessed Gospel Ensemble**

Plaza Pics Outdoor Film Series - Fridays at Dusk in Nashua's Greeley Park

The free outdoor film series returns for six weeks beginning Friday, July 11, 2003. Bring a blanket & bug spray and enjoy the great selection of family films. Live pre-show entertainment is featured before each film.

Outdoor Concert Series - Thursdays at 7:00 pm on the Library Plaza

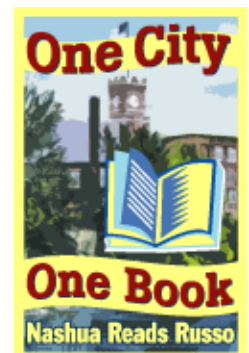
Free concerts will be held outside on the library plaza for five weeks beginning on Thursday, July 17, 2003. Bring a blanket or chair and kick back to enjoy the tunes. Concerts are held inside if it rains.

One City, One Book: Nashua Reads Russo

This summer Nashua is reading Richard Russo's Pulitzer Prize-Winning Novel, *Empire Falls*. 125 free copies of the book are available at the library. Discounted copies are available at the Borders, and Barnes & Noble Nashua stores. In the fall there will be a series of lectures and discussions relating to the novel's themes and settings.

New Assistant Director Appointed

The Nashua Public Library formally welcomed its new assistant director, Tom Corbett in April of this year. He joins Joseph R. Dionne, who was appointed director of the library in August of 2002. Mr. Corbett previously worked for the Greater Manchester Library Consortium. Mr. Dionne was Director of the Haverhill Massachusetts Public Library.



MANAGING TEAM EXCELLENCE IN TIMES OF CHANGE

By Andrew Sanderbeck

What are the latest changes taking place in your library this month, this week, today or in the past hour?

Budget Cuts? Patriot Act Issues? Personnel Changes and/or Shortages? More Technological Breakthroughs? Staff Members Acting Out?

Need I list a few more?

As I was told on the first day of my new job as a sales and service representative for Continental Airlines: "The only constant around here, is change. If you can't embrace change you won't last very long."

I actually lasted about 5 years.

Historically, change in the workplace is a disruptor of team efficiency and productivity, especially when the changes have to do with money or people. It's really no one's fault though. You see...fear of the unknown affects almost everyone. And change can bring out insecurity issues within your team members.

Your challenges as someone that manages teams include: What to do to calm the fears of your people and how to stop them from making assumptions about what will happen next.

Did you ever notice how the number of rumors concerning workplace issues dramatically increases when team members are in the mind-set of the "fear of the unknown"? My guess is that you're noticing them. Once the rumors have begun, fear based behaviors from your team members will follow. These behaviors can show-up as missed deadlines, lazy work habits, increased tardiness and absences, a greater focus on being right instead of doing what is best for the team and an increased resistance to change.

Because team members feel like they are losing control of their work life, interpersonal relationships between employees and with their patrons can become visibly strained and stretched.

I used to hang a sign in my office to help me to remember where rumors come from:

Partial Information + My Assumption = False Information

Are you tired of dealing with the symptoms of the rumor mill? Are your team's measurable productivity outcomes dropping fast while your frustration level is starting to peak? Schedule a few hours of your time, attention and energy into my Three-Step Team Tune-Up Process™ and you'll obtain the information you need to know to change the direction that your team is heading:

- 1) Stop, Look and most importantly...Listen. Listen to what your team members are saying and not saying. Give this your full attention. Listen for the heartbeat of the team, that synergetic energy that is the rhythm of their success. Listen also for...their fears. What are they afraid of? Hint: What do they feel like they can't control in their work life? Start there...and you'll find their fears.*
- 2) Ask yourself "What has changed internally with the way that the team functions?" Is there a new team member in place? Are there new procedures and policies that have been put into effect? Have the words "budget cut" been circulating through the building?*

CONTINUED ON PAGE 10

MANAGING TEAM EXCELLENCE IN TIMES OF CHANGE CONTINUED...

- 3) Meet one on one with team members. Ask them why they think productivity is dropping and listen to what they believe to be the truth. Do not accept, "I don't know". If their answer is, "I hadn't noticed", then take a look in the mirror at a possible source of the problem. Part of your responsibility is to make sure that everyone knows how the library is functioning. Discourage any blaming and focus your questions on measurable results, not mysterious circumstances. Whenever possible, ask open-ended questions that prompt an answer that is more than a one to five word response. Here are a few example questions:

No Results Question: "John, I don't know why the pages aren't getting the books shelved in a timely manner. It's a mystery to me...what about you?"

John: "Gee, I don't know either!"

John is going to believe it is a mystery if you do. You're the boss...so how should he know more than you? Ask questions with measurable data that prompts an answer that is a possible solution to the situation.

Better Question: "John, I've noticed that our pages are three days behind in re-shelving our books. What do you suggest that we do differently to solve the problem?"

John: "I think that we fell behind when Judy was out sick last week. I suggest we get a few people to work two extra hours each day until we are caught up."

Managing team excellence in times of change requires you to diagnose problems, dispel false rumors, monitor morale and productivity and most importantly communicate what is going on in their work world. Information empowers teams. A lack of information causes fear.

Finally this golden nugget of my experiences:

If you don't tell them what's going on...someone else will.

Well, actually...someone will tell them what they heard plus their assumption of what it means. Then you really have your work to do!

Andrew Sanderbeck is an expert that speaks and works with libraries experiencing team and team development challenges. He is also the publisher of the Library Connect Newsletter, a free, monthly, subscriber only, e-letter for library management. Comments regarding this article are appreciated. Phone Andrew at 727-526-4620, or send comments and subscribe to his e-letter by email at Andrew@andrewsanderbeck.com



HARVARD DESIGN SCHOOL ANNOUNCES SUMMER SEMINARS

Seminars for Library Professionals: Throughout June, July, and August, the Harvard Design School Office of Executive Education will offer design professionals over 65 continuing education seminars in a wide range of disciplines such as architecture, urban planning and design, marketing and business management, construction and project management, and real estate development. The one- to three-day seminars will take on the Harvard University campus, with fees ranging from \$330 to \$900.

Seminars on library design and planning include:

The Planning and Design of Public Libraries

July 30–August 1, 2003

With instructors: Anthony Tappé, Tappé and Associates, Architects and Planners, Boston, MA; Nolan Lushington, consultant, Hartford, CT. Guest speakers: Jeffrey M. Hoover, Tappé and Associates; Elisabeth Martin, Brooklyn Public Library, Brooklyn, NY.

The Library Planning Process: A Guide for Public Library Trustees and Others Involved in Improving Public Library Facilities

July 24–25, 2003

With instructors: Anthony Tappé, Tappé and Associates, Architects and Planners, Boston, MA; Nolan Lushington, consultant, Hartford, CT. Guest speaker: Jeffrey M. Hoover, Tappé and Associates.

For a catalogue, contact:

Office of Executive Education

Harvard University Graduate School of Design

1033 Massachusetts Avenue, 5th Floor

Cambridge, MA 02138 USA

TEL: 1.866.GSD.EXED (617.496.0436)

FAX: 617.496.0297

e-mail: execed@gsd.harvard.edu